

City of Brazil Job Description

Department: Police Department Radio

Title: Dispatcher/Part-time

Education Requirements: High School diploma/G.E.D equivalency

Other Qualifications: Complete the IDACS terminal operator course

Job Description:

- Answer telephones, dispatch officers, call ambulances, call wreckers as needed, etc.
- Maintain logs of all telephone and radio traffic
- Complete various clerical duties as needed
- Operate the Brazil Police Department radio system
- Ability to fill in work shifts for vacations, sick time, etc.

Superior Performance

A Communication Officer must project complete confidence and poise. It must always be remembered that Communication Officers are not only a representative of the department at the station, but the prime representative to the public which scans the department's radio traffic. The attitude for the public toward any agency will be shaped in part by the technique they observe over the radio.

Immediate response, without hesitation, using a clear voice and controlled inflection is a sign of professional Communication Officer. When interacting with the public or Police Officers over the radio, these professional traits need to be exhibited. A patient and diplomatic Communication Officer aids in the resolution of incidents. When exercising excellent listening skills, the ability to understand a situation is more probable. This understanding allows the information to be readily conveyed to units in the field for their use.

When these traits are combined, the Communication Officers are readily able to recognize potential danger and convey that recognition to the units in the field.

Unacceptable Performance

It must be recognized that besides the traits which superior Communication Officers exhibit, there are traits which can be considered unwanted. A Communication Officer that projects nervousness, insecurity, or lack of confidence is not an asset to his or her agency. These traits are often exhibited throughout unnecessary pauses, and frequent hesitation.

As mentioned earlier, patience and diplomacy are traits of superior Communication Officers. When they do not have these traits, the ability to efficiently carry out their

duties is inhibited. The ability to listen and understand what is trying to be conveyed is restricted.

Poor voice tone, and inflection, can cause miss-communication. When information is passed to a victim over the phone or a field unit over the radio, no visual communication is possible. This being the case, verbal technique becomes very important. When poor tone and incorrect inflection is used the communication process breaks down.

It is up to the communication officer to determine the type of performer they will become. Whether they exhibit superior performance or mediocrity is up to the Communication Officer.

Mediocrity: -Dangerous
-Second Rate
-Enough to get by

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